CONTINENCE HOME DELIVERY SERVICE – PROGRESS ON ROLLOUT PROGRAMME

1. PURPOSE

1.1 The purpose of this paper is to report on the progress of the implementation of the continence home delivery service in the Greater Glasgow area (GGA).

2. BACKGROUND

2.1 The Greater Glasgow area continence service, is responsible for supporting patients to manage continence within their own home, or other appropriate settings (e.g. care homes). The service provides treatment and interventions including education to support people so that they can self manage their continence and maintain normal daily living. The provision of continence products is one aspect of this service.

2.2 Products are currently supplied to approximately 11,500 patients at home, and 3,000 patients within residential and nursing homes, giving a total of 14,500 patients within the Greater Glasgow area who receive this service.

2.3 The Committee will note that the South East CHCP agreed to host the Greater Glasgow Continence Service from 1 April 2009. The service experienced a significant disruption following the decision to move to a home delivery service last April. Given the service disruption and the subsequent increase in cost of this service, a critical incident review was undertaken and the findings of this will be reported to the CHCP Governance Committee on 17 June.

2.4 The decision to move to a home delivery service with a ring back facility was based on the potential substantial savings this would realise of between £157k and £382k.

2.5 An option appraisal and business case was carried out for the delivery of a home delivery service. The recommendation that Attends Healthcare Ltd. provide this service with a ‘ring back’ facility was ratified at the CHCP Directors Meeting held in February 2010.

2.6 GGC Directors also agreed that Renfrewshire CHP would lead on a redesign process for the continence services (including the rollout of the home delivery service) to achieve an integrated service model for NHS Greater Glasgow & Clyde.
3. **TIMESCALE**

3.1 The South East CHCP, as the current host for the continence service within Greater Glasgow is now in the process of ‘rolling out’ the home delivery service to all areas in a phased approach:

- **Phase 1** - Patients who were already receiving a home delivery service were transferred successfully to Attends Healthcare on 12 April 2010.
- **Phase 2** - Patients uplifting their continence products from health centres/clinics in South East Glasgow, West Glasgow, East Dunbartonshire and West Dunbartonshire received letters from 26 April advising them of changes to the service and were registered with Attends Healthcare for a home delivery service from 10 May.
- **Phase 3** - Patients uplifting their continence products from health centres/clinics in East Glasgow, East Renfrewshire, North Glasgow, North Lanarkshire, South Lanarkshire and South West Glasgow received letters from 24 May advising them of changes to the service and will be registered with Attends Healthcare for a home delivery service from 9 June.

4. **COMMUNICATION**

4.1 Information sessions for patients have been arranged at Health Centres in each area approximately one week following patients' receipt of letter notifying of transfer to a home delivery service.

4.2 Regular meetings held with all other key stakeholders during the process of change including continence nurses, administration and Attends Healthcare staff. Standard Information Packs have been developed and widely distributed to all staff involved to ensure there is continuity in the roll out process. Clear reporting mechanisms have been established to manage issues arising from roll out of the home delivery service.

4.3 Changes have been communicated to community organisations; Voices for Change, PPFs, and CORDIA.

5. **PROGRESS**

5.1 Phase 1 and 2 are complete and approximately 7,000 patients are now registered for a home delivery service. Only 19 patients wish to retain a pick up from their health centre. Phase 3 is underway with the remaining 4,500 patients.

5.2 A robust system is in place to capture patient concerns and complaints, and manage stock control.

5.3 The service has established key links and method of communication to each CHC/P area and local information sessions have been completed in all of the Phase 1 and 2 areas.

5.4 A redesign group has been established and chaired by the Director of Renfrewshire CHP, and terms of reference and membership have been
agreed. Initial meetings of this group and a staff development session have been held, to inform the redesign agenda to achieve an integrated service model for NHS Greater Glasgow & Clyde.

6. **RECOMMENDATION**

6.1 The Committee is asked to:

- **note** the content of this report and the progress achieved to date
- **receive** updates through the Finance report to Committee on the progress achieved on financial efficiencies to reduce overspends and further gains within the Continence Service
- **bring forward** the report on the recommendations of the Continence Service redesign

**JACQUELINE TORRENS,**
Head of Health & Community Care

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